

Vexatious or Abusive Complaints

Almost all parents / carers (or members of the public) raise concerns or complaints in a reasonable manner

If the complainant is vexatious or abusive on the telephone, the staff member will advise the caller that the call will be terminated if this continues. The Rector will be advised of such concerns and The appropriate action taken.

Aberdeenshire Council expects all staff to be treated respectfully and has a zero tolerance policy towards aggression or humiliation of staff. For further information e-mail hrpolicyteam@aberdeenshire.gov.uk

Contacts

Ellon Academy, Schoolhill, Ellon, Aberdeenshire, AB41 9JS
Tel: 01358 720715 / Fax: 01358 723758
Email: ellon.aca@aberdeenshire.gov.uk

Principal Teachers of Guidance

Cheyne House – Mrs P Waugh
Forbes House – Miss N Jeffrey
Keith House – Mrs S Brown
McDonald House – Mrs C Kaczmarek
Sinclair House – Miss S Watt / Mr N Corser

Depute Rectors

Cheyne House – Mr P Cruickshank
Forbes House – Mrs E Henderson
Keith House – Mr P Cruickshank
McDonald House – Mrs K Hall
Sinclair House – Ms T Booth

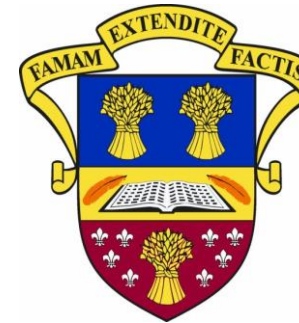
Rector

Mrs P Buchan

QIO

Mrs F Cruickshanks
Education Office ,St Leonard's, Sandyhill Road , Banff, AB45 1BH

ELLON ACADEMY



Compliments, Concerns and Complaints

An Information Leaflet for Parents and Carers

Updated February 2017

This leaflet highlights how much the school values compliments and outlines the procedure for raising enquiries or concerns about the service we provide. We hope it provides you with the information you require.

Further information is available on the school website:

www.ellonacademy.org.uk

Compliments

Compliments to staff members or the school in general, are to be welcomed. Positive feedback is essential to the personal wellbeing, acknowledgement of a “job well done”, professional reputation and school ethos.

Concerns

Where parents have concerns regarding their child, the Guidance teacher should be contacted in the first instance. Quite often your concern can be addressed very quickly and easily via a phone call. At times, another professional colleague may be called upon to deal with your concern or complaint. You may be asked to come into school to discuss the concern with the investigating person and other staff, as appropriate. We would aim to resolve the concern within five working days.

A brief record of any discussions or agreed action will be documented.

Ongoing Concerns

Your child’s Guidance Teacher is the appropriate person to progress a concern involving your child.

If your concern remains unresolved, please telephone the school and ask to speak to the appropriate Depute Rector linked to your child’s House who will progress matters.

If a situation is urgent and the appropriate Depute Rector is unavailable, then the school will contact another Depute Rector / Rector to deal with your concern or complaint. You may be asked to come into school to discuss the concern with the investigating person and other staff, as appropriate.

A brief record of any discussions or agreed actions will be documented.

Complaints

Where a concern remains unresolved in the eyes of parents / carers, parents / carers have the right to make a formal complaint. This complaint can be put in writing, e-mailed or communicated verbally to the Rector. We will acknowledge receipt of the complaint within three working days.

The Rector will decide, in consultation with others as appropriate, if further action is required. In such cases, written feedback will be provided by the Rector within 20 working days. If our investigations take longer than 20 working days you will be advised of the revised time frame and kept updated on progress.

Where complaints remain unresolved by the school, these will be escalated to stage 2 (investigation stage) of the complaints process. In these circumstances the Quality Improvement Officer will investigate the complaint and make a response to the complainant. Where complainants continue to be dissatisfied with a stage 2 response, complaints can be referred to the Scottish Public Services Ombudsmen. Further information and guidance can be found at –

www.aberdeenshire.gov.uk/haveyoursay/index.asp

Non-Pupil Concerns or Complaints

Telephone the school and ask to speak to your child’s Depute Rector House link. Your concern or complaint will be progressed in discussion with others as appropriate.

